

Dictionary-based problem phrase extraction from user reviews

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Abstract

This paper describes a system for problem phrase extraction from texts that contain users' reviews of products. In contrast to recent works, this system is based on dictionaries and heuristics, not a machine learning algorithms. We explored two approaches to dictionary construction: manual and automatic. We evaluated the system on a dataset constructed using Amazon Mechanical Turk. Performance values are compared to a machine learning baseline. © 2014 Springer International Publishing.

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Keywords

information extraction, natural language processing